
	MESQUITE POLICE DEPARTMENT
	219.00 9-1-1 CALL RESPONSE
	Effective Date: August, 2011
	Approved: _____  Chief of Police

- I. Communications personnel shall answer a 9-1-1 line as quickly as possible with the phrase, "Mesquite 9-1-1 [call taker's last name]." A caller on any emergency line shall not be put on "hold" unless the call taker has first determined the nature of the call, and that such action will not delay an emergency response.
- II. The call taker shall verbally verify the calling party's name, telephone number and address. The caller's responses will be checked against the ANI/ALI displays. Incorrect or questionable ANI or ALI displays shall be reported to the telephone service provider through the use of an ANI/ALI Trouble Report, to be completed by the call taker.
- III. Calls regarding incidents within the jurisdiction of another law enforcement agency, fire department, or EMS provider, shall be transferred to the appropriate responder. The call taker shall:
 - A. Announce the transfer to the caller ("Let me transfer you to the Dallas Police Department").
 - B. Announce the transferred E9-1-1 call to the other agency ("This is Mesquite with a transfer, go ahead caller").
 - C. Ensure the transfer was successful by waiting for verbal contact between the two parties before disconnecting from the call.
- IV. Hang-Up or Open-Line Calls - Land Line Phones
 - A. Should the caller hang up or become disconnected before the call taker determines the nature of the call, the call taker shall process a call for service (10-90), enter "Hang-up" as the first line of the notes, then call the telephone number displayed on the ANI screen to determine the nature of the call. Those calls resolved by a callback shall show a ND disposition. Should the line be busy on callback, the call taker will contact the operator to request the line be accessed to determine if there is a conversation on the line. A patrol unit and a back-up unit will be dispatched to the address indicated on the ALI screen if contact cannot be made or the call cannot otherwise be resolved.
 - B. Open-Line Calls
Should the call taker receive no answer or no one can be heard on the line, a call for service (10-90) shall be processed and "Open Line" entered as the first line of the notes. A patrol unit and a back-up unit will be dispatched to the address indicated on the ALI screen. The call taker will remain on the line until responding officers make contact at the location.
 - C. Coin-Operated Phones
Should the hang-up or open-line call originate from a phone identified as a coin-operated phone, the call taker shall attempt a callback. A call for service will not be created and no officers will be dispatched unless the call taker has reason to believe an emergency is in progress. If the callback does not resolve the issue, a MDC message shall be sent to all police units for an in-service check as workload permits.
 - D. For any of the above type calls that originate from a business or school, the call taker shall attempt to contact a representative at that location to inform them of the 9-1-1 call and to determine if there is a known emergency at the location.
- V. Hang-Up or Open-Line Calls – Wireless Phones
 - A. Definitions
 1. Phase I Wireless - Phase I Wireless calls are initiated from a cellular phone and

provide the caller's cellular phone number, or ANI, and the location of the cellular tower or the center of a cell sector coverage area only, not the caller's location. ALI screen shows Class of Service as WRLS or MOBL. The location provided by Premier ATM Map by Motorola will be a general location which may be a considerable distance from the actual location of the caller.

2. Phase II Wireless - Phase II Wireless calls are initiated from a cellular phone and provide the caller's cellular phone number, or ANI, and an approximate location of the caller using X, Y coordinates provided by the wireless carrier's network and plotted on Premier ATM Map. The ALI screen shows Class of Service as WPH2. If WPH2 is not displayed, the location provided by Premier ATM will be either the center of a cell sector coverage area, or the cell tower location. After the caller is on the phone for at least 15 seconds an ALI retransmit should provide a viable X,Y location which is within 300 yards of the caller.
3. Femtocell - A small cellular base station, typically designed for use in a home or small business. It permits connection of the user's cell phone, when within range of the femtocell, to the phone service provider's broadband internet network instead of using a radio channel between the wireless handset and the nearest cell tower. The address field will contain the address a PSAP receives on any 9-1-1 call from the same vicinity, which will normally be the address of the cell site tower, or may contain the customer's address. The latitude/longitude (X,Y) coordinates in the ALI will be derived from the femtocell, which has built-in GPS, and will be very precise.

B. General

1. Communications personnel should pay close attention to background noise, tone, and word choice of caller as additional evidence to assist with their determination of the status of a 9-1-1 call. The phrase, "Are you safe and out of danger?" or "Is someone there where you cannot talk to me?" shall be used whenever the caller is giving inappropriate answers to questions.
2. Communications personnel may disregard a wireless 9-1-1 call if there is evidence that the call is one of the following situations:
 - a. 9-1-1 misdial: A call is classified as a 9-1-1 misdial when the caller stays on the line and admits to the misdial.
 - b. Unintentional 9-1-1 call: A call is classified as unintentional when the 9-1-1 personnel can hear conversation, radio, etc. in the background and have listened sufficiently to determine that there are no sounds of an emergency situation.
 - c. Children playing on the phone or prank 9-1-1 calls. Verification must be made. If it cannot be, the call shall be handled as outlined in C-E below.
3. The call taker shall have Premier ATM open at all times.

C. Abandoned or Hang-up 9-1-1 calls – Phase II Wireless:

1. The call taker will attempt to call back the originating phone number when a 9-1-1 call is routed to the PSAP and the call disconnects before it can be determined if assistance is needed. If there are not other incoming 9-1-1 calls in need of being answered and processed, personnel will skip to number 2, below, before attempting callbacks. After processing other incoming 9-1-1 calls for service, a callback to the originating phone number of the abandoned/hang-up 9-1-1 call will be made to determine if assistance is needed.
2. If the call is Phase II Wireless, (class of service is WPH2), the call taker is to use the location information indicated on Premier ATM Map. Additional attempts to contact the caller are permitted. If the callback attempt goes to voice mail, a message shall be left. A MDC message is to be sent to all police units advising of the wireless call, the location/address, and any pertinent information related to

- the call.
3. Any evidence of an emergency situation requires that communications personnel initiate efforts to re-contact the caller to determine the nature of the incident and an accurate location for appropriate public safety response. If the call taker believes there is a police response needed, a call for service shall be entered.
- D. Abandoned or Hang-up 9-1-1 calls – Phase I Wireless:
 1. Call takers will attempt to call back a wireless telephone when a 9-1-1 call is routed to the PSAP and the call disconnects before personnel can determine if assistance is needed. The call taker may continue attempts to contact the caller if the line is busy or there is no answer.
 2. Extraordinary attempts to locate a Phase I wireless 9-1-1 disconnected caller will be made only in the instance where an emergency is clearly indicated or where the call takers believes there is an emergency.
- E. Abandoned or Hang-up 9-1-1 calls – Femtocell:
Calls from femtocells will appear as a wireless call and should appear on the ALI display as: Femtocell-followed by the service provider's name. Because the femtocell is a base station; however, it is highly likely the call will have been placed from within a home or small business and the accuracy of the X,Y coordinates acquired from the built-in GPS feature should be highly accurate. Due to these circumstances, abandoned or hang-up calls received from a femtocell shall be treated as those from a land line phone.
- F. 9-1-1 Open line calls:
 1. The call taker will first listen or attempt to contact the caller verbally.
 2. If the line is disconnected the call will be treated as a hang up call.
 3. Should class of service WPH2 not be delivered with the initial call data, the call taker should wait 15 seconds before initiating a "retransmit," also known as "rebid."
- G. Response Notification
In the event the nature of the call requires an emergency service response (i.e. indicated emergency or per policy), the call taker should take the following action:
 1. If the caller's location is not known but the phone number was displayed, the call taker shall contact the wireless service provider to perform an account search for the residential address. Keep in mind that this may not be the location the caller was calling from since a wireless phone was used.
 - a) The 24/7 contact information for those companies providing wireless jurisdiction is located in the ready reference file.
 - b) The exigent circumstance form should be used when requested by the wireless service provider.
 2. If the approximate location is known, the call taker shall inform the dispatcher of the 9-1-1 call source data. Document that the location/address was obtained through the wireless service provider or the Premier ATM.
- VI. Should a caller request that his or her identity remain confidential, the call taker shall record the ANI/ALI information as displayed on the Incident Record. The caller's name will be documented in the Notes field, and "Confidential" will be place in the Name field. This information is not to be broadcast without authorization by the shift supervisor. The information displayed on the ANI or ALI screen shall not be given to the caller without approval of the shift supervisor.
- VII. The shift supervisor shall be advised by the call taker of any call involving an unusual or noteworthy incident or any other call of questionable disposition.

EFFECTIVE: May, 1988; REVISED: September, 1990; FORMERLY: C/88-76; REVISED: April, 1994; FORMERLY: 221.00; REVISED: July, 2000; FORMERLY: 220.00; REVISED: August, 2011